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DETERMINING CRITICAL FACTORS OF E- PROCUREMENT ADOPTION AMONG SUPPLIERS IN IRAQ

By

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(International Accounting)**



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Abstract

There is a lack of studies on e-procurement adoption among suppliers in developing countries that are facing civil conflicts. Similarly, there are limited studies in developing countries that aim to investigate the e-procurement adoption and e-procurement activity rank. Hence, the objectives of this study were to investigate the factors influencing e-procurement adoption in the Republic of Iraq, and the e-procurement activities rank conducted by suppliers. This study used the Technological, Organizational and Environmental (TOE) framework to develop the research framework factors. Seven variables represented the TOE model, technology context (awareness, compatibility, and complexity), organizational context (top management support, and firm size) and environmental context (external pressure and perceived intensity of civil conflict) were tested. Data were collected online through 800 e-mail survey sent to firms (suppliers) in Iraq using the systematic random sampling method. However, only 460 samples were collected from respondents, yet only 426 were received from e-procurement adopters and were included in the data analysis. The results reveal that five variables (compatibility, awareness, top management support, external pressure, and perceived intensity of civil conflict) have a significant relationship with e-procurement adoption. This study contributes to the richness of the TOE framework, with the inclusion of perceived intensity of civil conflict and awareness to the research framework. Also, this study offers valuable insights to a government office for assisting suppliers in the new business operations. The result also contributes to the explanation of e-procurement activity performed by the suppliers. The government could use this research to encourage suppliers in adopting e-procurement in the areas affected by civil conflict and in developing countries. From the research finding conclusions, limitations and suggestions for future studies are also highlighted.

Keywords: e-procurement adoption, Iraq, civil conflict, awareness, TOE framework.

Abstrak

Kekurangan kajian telah di dapati dalam penggunaan e-perolehan di kalangan pembekal di negara-negara membangun yang menghadapi konflik sivil. Demikian juga, kajian yang bertujuan untuk menyiasat penggunaan e-perolehan dan kedudukan aktiviti e-perolehan adalah terhad di negara-negara membangun. Oleh itu, objektif kajian ini adalah untuk mengkaji faktor-faktor yang mempengaruhi penggunaan e-perolehan di negara Iraq dan kedudukan aktiviti e-perolehan yang dijalankan oleh pembekal. Kajian ini menggunakan rangka kerja Teknologi, Organisasi dan Alam Sekitar untuk membangunkan faktor kerangka kajian. Tujuh pembolehubah mewakili kerangka penyelidikan ini, iaitu konteks teknologi (kesedaran, keserasian, dan kerumitan), konteks organisasi (sokongan pengurusan atasan, dan saiz firma) dan konteks alam sekitar (tekanan luar dan keamanan konflik awam) telah diuji. Data telah dikumpul melalui penghantaran 800 kaji selidik melalui e-mel kepada firma (pembekal) di Iraq menggunakan kaedah pensampelan rawak sistematik. Walau bagaimanapun, hanya 460 sampel dikumpulkan daripada responden, namun hanya 426 diterima daripada pengguna e-perolehan dan digunakan dalam analisis data. Hasilnya menunjukkan lima pembolehubah (keserasian, kesedaran, sokongan pengurusan atasan, tekanan luar, dan keamanan konflik sivil) mempunyai hubungan yang signifikan dengan penggunaan e-perolehan. Kajian ini menyumbang kepada rangka kerja kajian, dengan memasukkan faktor keamanan konflik dan kesedaran awam dalam kerangka penyelidikan. Selain itu, kajian ini memberikan pandangan berharga kepada pihak kerajaan untuk membantu pembekal dalam operasi perniagaan baru. Dapatan ini juga menyumbang kepada penjelasan aktiviti e-perolehan yang dilaksanakan oleh pembekal. Kerajaan boleh menggunakan penyelidikan ini untuk menggalakkan pembekal dalam mengadaptasi e-perolehan di kawasan-kawasan yang terjejas akibat konflik sivil dan juga di negara-negara membangun. Kesimpulan penyelidikan, batasan dan cadangan untuk kajian masa depan juga telah dibincangkan.

Kata kunci: Penggunaan e-perolehan, Iraq, Konflik sivil, Kesedaran, Rangka kerja TOE

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List of Abbreviation

Abbreviation	Full Name
AW	Awareness
B2B	Business-to-business
CO	Compatibility
CX	Complexity
DOI	Diffusion of Innovation
e-Business	Electronic-Business
EC	Electronic commerce
EDI	Electronic data interchange
E-informing	Electronic-informing
E-MRO	Electronic -MRO
E-PA	E-Procurement Adopt
e-procurement	Electronic procurement
E-reverse auctioning	Electronic -reverse auctioning
ERP	Enterprise resource planning
E-sourcing	Electronic -sourcing
E-tendering	Electronic -tendering
EX	External pressure
FS	Firm size
ICTs	Information and communication technologies

IS	Information Systems
IT	Information technology
MRO	Repair and Overhaul
PICC	Perceived Intensity of Civil Conflict
PLS	Partial Least Squares
PLS-SEM	Partial Least Squares Structural Equation Modelling
RFI	Request for Information
RFP	Sending request for proposal
RFQ	Request for Quotation
S-PLS	Smart-PLS
SPSS	Statistical Package for Social Science
SRS	systematic random sampling
TAM	Technology acceptance model
TAM	Technology Acceptance Model
TIA	Technology and innovation adoption
TMS	Top management support
TOE	Technology-organization-environment
TRA	Theory of reasoned action
UNDP	United Nations Development Programme
UTAUT	Unified theory of acceptance and use of technology

CHAPTER ONE

INTRODUCTION

1.1 Introduction

This section introduced a background study of this research, articulation of the problem statement, formulation of the research questions, and research objectives. It also gives a short explanation of the research motivation, significance, benefits, and scope of the study. Finally, the chapter presents the study organisation, with a chapter summary.

1.2 Background of the Study

The pyramidal flow of materials consist of purchasing, manufacturing, and distribution, those are considered the three major business processes in corporations (Mulky, 2013; Thawiwinyu & Laptaned, 2009), firms either engage in the manufacturing process (purchase of raw materials, manufacture finished goods, and sell), or relates to services, such as after-sale service and maintenance (Puschmann & Alt, 2005). Nowadays the financial marketplace is becoming more competitive than ever (Li & Sun, 2012), companies need to remain cost-competitive and reduce their operational costs, for instance, sourcing from suppliers with a lower charge. One method to achieve this technique is through online bidding via the Internet. This movement of physical procurement functions to Internet-based function is known as e-procurement (or, e-p) (Benton & McHenry, 2010; Yu, Itoga, & Lin, 2008).

E-procurement have been defined by researchers as an internet-based buy/sell system that offers electronic acquisition, order processing, and improved organizational functions to buyers, suppliers, and management (Rodríguez, Gayo, & Pablos, 2014;

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Appendices

Appendix A

Data Collection Certify



OTHMAN YEOP ABDULLAH GRADUATE SCHOOL OF BUSINESS
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"MUAFKAT KEDAH"

UUM/OYAGSB/R-4/4/1
26 April 2018

TO WHOM IT MAY CONCERN

Dear Sir/Madam

DATA COLLECTION

COURSE: Research Paper
COURSE CODE: BPMZ69912
LECTURER: Dr. Marhaiza Binti Ibrahim

This is to certify that the following is a postgraduate student from the OYA Graduate School of Business, Universiti Utara Malaysia. He is pursuing the above mentioned course which requires him to undertake an academic study and prepare an assignment. The details are as follows:

NO.	NAME	MATRIC NO.
1.	Salih Yahya Saleh	822349

In this regard, I hope that you could kindly provide assistance and cooperation for him to successfully complete the assignment given. All the information gathered will be strictly used for academic purposes only.

Your cooperation and assistance is very much appreciated.

Thank you.

"BERKHIDMAT UNTUK NEGARA"
"ILMU, BUDI, BAKTI"

Yours faithfully


ROZITA BINTI RAMLI
Assistant Registrar
for Dean

Othman Yeop Abdullah Graduate School of Business

c.c. - Student's File (822349)

Universiti Pengurusan Terkemuka
The Eminent Management University



Appendix B Ministry of Trading Website Iraq



Appendix C The Statistical Number of the Registered Companies in Iraq



Appendix D

The survey sample that send to the suppliers



Appendix E
English Questionnaire Version



Dear respondent,

I am Salih Yahya Saleh a master's student from the College Of Business (COB), University Utara Malaysia (UUM) under the supervision of Dr. Marhaiza Ibrahim. I am currently working on a master thesis regarding (Determining critical success factors of E-procurement adoption among suppliers in Iraq)

I would appreciate if you could spend some time and thought in completing this questionnaire. I hope that you will cooperate and complete the following questionnaire with the best of your knowledge. This research is conducted for academic exercise and part of the requirement for the award of Master of Science in International Accounting Degree.

The current usage of e-procurement in Iraq is in the initiative stage further research is necessary to identify the factor that influence the suppliers to adopt E-procurement among Iraqi suppliers. The objective of this questioner is to collect information to determine critical factor of E-procurement adoption among Iraqi suppliers and to determine the impact of E-procurement adoption among Iraqi suppliers.

E-procurement streamline government procurement activity and improves the quality of service provided and converts traditional manual procurement process to online procurement processes. It allowed suppliers to present their products on the internet, receive, manage and process purchase orders and receive payment from government agencies online.

The targeted respondent for this survey is the owner/ manager of the firm who is an e-procurement user/ non- user. Your answer is important to determine the accuracy and preciseness of this research. Your personal information shall be kept strictly **confidential** and the data will be exclusively used for this research only. The questioner contains of five sections please read all the question carefully and complete question according to the given instruction. Thank you very much.

University Utara Malaysia.

Researcher e-mail address: salihyahya1991@gmail.com

If you would like to know the results of this study, please provide your E-mail address;

Section One: Personal Information's

We would like to collect some information's about yourself so that we can understand better your decisions related to the e-procurement system (Please tick (✓) to the appropriate box).

1. Gender: ☐ Male. ☐ Female.
2. Age: ☐ ≤ 22. ☐ 23 -35. ☐ 36- 45. ☐ 46-55. ☐ ≥ 56.
3. Education level: ☐ Ph.D. ☐ Master. ☐ Bachelor. ☐ Diploma.
☐ Secondary School. ☐ Other.....
4. State of resident (please specify your state e.g.: (Baghdad)
5. Business sector (place tick your Business sector)
- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Agriculture | <input type="checkbox"/> Manufacturing |
| <input type="checkbox"/> Multi | <input type="checkbox"/> Trading |
| <input type="checkbox"/> Services | <input type="checkbox"/> Tourism |
| <input type="checkbox"/> Construction | <input type="checkbox"/> Transportation |
6. The duration you have used the Internet:
- ☐ Less than 1 year ☐ 1-5 years ☐ 6-10 years ☐ more than 10 years

Section Two: E-procurement

This section intends to get information about respondent e-procurement experience.

Instruction: please tick (✓) or fill in the corresponding box/ space.

➤ If your company registered under the e-procurement system?

☐ Yes (please complete until section five) ☐ No (proceed to section five)

Section Three

Please state your opinion in relation to the listed statement based on the following scale.
(Instruction: please tick (✓) or fill in the corresponding box/ space)

1	2	3	4	5
Strongly Disagree	Disagree	Partially Agree	Agree	Strongly Agree

1. Complexity	Degree of Agreement				
1. The use of e-procurement is appropriate with the need for speed in the execution of the company's business process.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
2. When I use the e-procurement, I find it easy to integrate the results into my existing work.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
3. Using the e-procurement doesn't expose me to the vulnerability of computer breakdowns and loss of data.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
4. Using the e-procurement doesn't take much of my time when performing.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

2. Compatibility	Degree of Agreement				
1. Using the e-procurement is completely compatible with my current situation.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
2. Using the e-procurement is compatible with all aspects of my work.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
3. I think that using the e-procurement fits well with the way I like to work.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

3. Awareness	Degree of Agreement				
1. I receive enough information about e-procurement technology.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
2. I receive enough information about the benefits of e-procurement technology.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
3. I receive enough information about how to use e-procurement technology.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
4. The government promotes awareness about e-procurement technology provided through the Internet.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
5. Nowadays, e-procurement services are available on the Internet.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

1	2	3	4	5
Strongly Disagree	Disagree	Partially Agree	Agree	Strongly Agree

4. Top management support	Degree of Agreement				
1. My top management would think that my company should implement e-procurement	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
2. My top management supports adequate time and resource allocations for the e-procurement implementation.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
3. My top management considers e-procurement important	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
4. My top management is likely to be interested in adopting the e-procurement applications in order to gain competitive advantage.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
5. My top management is willing to take risks involved in the adoption of the e-procurement.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

5. Firm Size	Degree of Agreement				
1. The capital of my company is high compared to the industry	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
2. The number of skilled and experienced staff in my company is high compared to industry.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
3. The number of employees in my company is high compared to the industry	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
4. The revenue of my company is high compared to the industry	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

6. External pressure	Degree of Agreement				
1. Majority of business partners have requested us to use e-procurement	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
2. Important business partner has recommended us to use e-procurement	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
3. I know that my competitors have already used e-procurement	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
4. Using e-procurement is helpful in gaining competitive advantages	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
5. Majority of business partners have requested us to use e-procurement	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

1	2	3	4	5
Strongly Disagree	Disagree	Partially Agree	Agree	Strongly Agree

7. Perceived Intensity of Civil Conflict	Degree of Agreement				
1. Latent conflict: There are clear differences in the positions regarding objectives between individuals and groups around me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
2. There are continuous conflicts (un-manifested) around me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
3. Crisis: There are manifest conflicts between Individuals/groups around me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
4. Severe Crisis: There are severe conflicts around me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
5. Strong conflicts: Strong conflicts generate crises around me.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

8. E-procurement adoption	Degree of Agreement				
1. My organization would request government work and services via e-procurement Portal.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
2. I would continue visiting to e-procurement Web portal for tender Information.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
3. I can always rely on tender information provided in e-procurement portal.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
4. I would be willing to provide information such as personal/organization information to an e-procurement portal	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

Section Four: participation towards e-procurement usage activities

Please tick your conducted e-procurement activities among the following

Yes / No (Instruction: please tick (✓) or fill in the corresponding box/ space.)

Type of e-procurement activities conducted		Yes	No
1	Email correspondence between buyer and seller.	<input type="checkbox"/>	<input type="checkbox"/>
2	Sending request for proposal (RFP) Request for Information (RFI)/ Request for Quotation (RFQ) to trading partners.	<input type="checkbox"/>	<input type="checkbox"/>
3	Identify new suppliers and research into supplier's markets.	<input type="checkbox"/>	<input type="checkbox"/>
4	Gathering and distributing purchasing information both form and to internal and external parties.	<input type="checkbox"/>	<input type="checkbox"/>
5	Electronic order placement.	<input type="checkbox"/>	<input type="checkbox"/>
6	Price and availability checking.	<input type="checkbox"/>	<input type="checkbox"/>
7	Tracking order.	<input type="checkbox"/>	<input type="checkbox"/>
8	Integration of procurement within the internal systems.	<input type="checkbox"/>	<input type="checkbox"/>
9	Electronic payment.	<input type="checkbox"/>	<input type="checkbox"/>
10	Creating and approving purchase requisites.	<input type="checkbox"/>	<input type="checkbox"/>
11	Email in contract management.	<input type="checkbox"/>	<input type="checkbox"/>
12	Electronic submission of tenders.	<input type="checkbox"/>	<input type="checkbox"/>
13	Advertising tenders.	<input type="checkbox"/>	<input type="checkbox"/>

Section Five: Comments and Advices

We would like to seek your general comments and advices regarding the barriers and challenges e-procurement are facing in Iraq.

1. What are the barriers and challenges e-procurement process are facing in Iraq, and how can the government can overcome these barriers and challenges?

.....

2. Please, use this space to write any comments you wish to make.

.....

Your time and corporation are highly valued

Thank you.

Appendix F
Arabic Questionnaire Version



عزيزي المستجيب ،

أنا صالح يحيى صالح طالب ماجستير من كلية إدارة الأعمال، في الجامعة الشمالية الماليزية (UUM) تحت إشراف الدكتور مرهبازا إبراهيم. أنا أعمل حالياً في أطروحة رسالة ماجستير حول (تحديد عوامل النجاح الحاسمة في تبني المشتريات الإلكترونية بين المجهزين في العراق)

سأكون معتنقاً لو استطعتم قضاء بعض الوقت والتفكير في إكمال هذا الاستبيان. أمل أن تتعاونوا وتكملوا الاستبيان التالي بأفضل ماosلك. يتم إجراء هذا البحث لغرض الثمرين الأكاديمي وجزء من متطلبات منح درجة الماجستير في العلوم في المحاسبة الدولية.

الاستخدام الحالي للمشتريات الإلكترونية في العراق هو في مراحله التمهيدية و من الضروري إجراء مزيد من البحوث لتحديد العوامل التي تؤثر على اعتماد المشتريات الإلكترونية بين الموردين العراقيين. الهدف من هذه الأسئلة هو جمع المعلومات لتحديد العامل الحاسم لاعتماد المشتريات الإلكترونية بين المجهزين العراقيين وتحديد أثر التبني الإلكتروني بين الموردين العراقيين.

تقوم المشتريات الإلكترونية بتبسيط أنشطة المشتريات الحكومية وتحسين جودة الخدمة المقدمة وتحويل عملية الشراء اليدوية التقليدية إلى عمليات الشراء عبر الإنترنت. وتسمح للمجهزين بتكديس منتجاتهم على الإنترنت وتلقي وإدارة وتجهيز طلبات الشراء وتلقي الدفع من الوكالات الحكومية عبر الإنترنت.

المستجيب المستهدف لهذا الاستطلاع هو مالك / مدير الشركة الذي هو مستخدم للمشتريات الإلكترونية / غير مستخدم. إجابته مهمة من أجل تحديد صحة ودقة هذا البحث. يتم الاحتفاظ بمعلوماتك الشخصية بسرية تامة وسيتم استخدام البيانات حصرياً لهذا البحث فقط. تحتوي الأسئلة على خمسة أقسام ، يرجى قراءة جميع الأسئلة بعناية وكاملة وفقاً للتعليمات المحددة. شكراً جزيلاً.

جامعة الشمال الماليزية

عنوان البريد الإلكتروني للباحث : salihyahya1991@gmail.com

إذا رغبت بمعرفة النتائج ارجو تزويدي بعنوانك الإلكتروني (البريد الإلكتروني).....

.....

القسم الأول: المعلومات الشخصية

نود أن نجمع بعض المعلومات عنك حتى تتمكن من فهم قراراتك المتعلقة بنظام الشراء الإلكتروني (يرجى وضع علامة (✓) في المربع المناسب).

1. الجنس : ذكر ☐ أنثى ☐
2. العمر : $22 \leq$ ☐ 23-35 ☐ 36-45 ☐ 46-55 ☐ ≤ 56 ☐
3. المستوى التعليمي: ☐ دكتوراه ☐ ماجستير ☐ بكالوريوس ☐ دبلوم ☐ ثانوية ☐
4. مكان الإقامة (الرجاء تحديد المحافظة الخاصة بك على سبيل المثال: (بغداد)
5. قطاع الأعمال (ضع علامة (✓) على قطاع العمل)

<input type="checkbox"/> زراعي	<input type="checkbox"/> صناعي
<input type="checkbox"/> تجاري	<input type="checkbox"/> سواحلي
<input type="checkbox"/> خدمات	<input type="checkbox"/> مشترك
<input type="checkbox"/> نقل	<input type="checkbox"/> مقاولات
6. بين مدة استخدامك الانترنت: ☐ أقل من سنة ☐ من سنة إلى ثلاثة سنوات ☐
☐ أكثر من ثلاث إلى خمسة سنوات ☐ أكثر من 5 سنوات ☐

القسم الثاني: المشتريات الإلكترونية

التعليقات: يرجى وضع علامة (✓) أو على المربع / المساحة المغلقة.
يعتمد هذا القسم الحصول على معلومات حول تجربة الشراء الإلكتروني للمستضيف.

1. إذا كانت شركتك مسجلة بموجب نظام المشتريات الإلكترونية؟

- ☐ نعم (يرجى إكمال إلى القسم الخامس) ☐ لا (أذهب إلى القسم الخامس)

القسم الثالث: يرجى ذكر رأيك فيما يتعلق بالبيان المدرج بناء على المقياس التالي.

التعليمات: يرجى وضع علامة (✓) أو على المربع / المساحة المقابلة.

5	4	3	2	1
أوافق بشده	أوافق	محايد	لا أوافق	لا أوافق بشده

1. التعقيد	درجة الاتفاق				
1. استخدام المشتريات الإلكترونية مناسب مع الحاجة إلى السرعة في تنفيذ عملية أعمال الشركة.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2. عندما أستخدم المشتريات الإلكترونية ، أجد من السهل دمج النتائج في عملي الحالي.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3. إن استخدام المشتريات الإلكترونية لا يمرضني لضعف تعطل أجهزة الكمبيوتر وفقدان البيانات.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4. إن استخدام المشتريات الإلكترونية لا يمرضني لضعف تعطل أجهزة الكمبيوتر وفقدان البيانات.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

2. التوافق	درجة الاتفاق				
1. إن استخدام المشتريات الإلكترونية لا يمرضني لضعف تعطل أجهزة الكمبيوتر وفقدان البيانات.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2. عند استخدام المشتريات الإلكترونية متوافق مع جميع جوانب عملي.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3. أعتقد أن استخدام المشتريات الإلكترونية يناسب الطريقة التي أحب العمل بها.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

3. الوعي	درجة الاتفاق				
1. لقد حصلت على معلومات كافية حول خدمات تكنولوجيا المشتريات الإلكترونية	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
2. لدي معلومات كافية حول فوائد تكنولوجيا المشتريات الإلكترونية	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
3. حصلت على معلومات كافية حول كيفية استخدام المشتريات الإلكترونية	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
4. الحكومة تروج الوعي للمواطنين بخدمات وتكنولوجيا المشتريات الإلكترونية عبر شبكة الانترنت	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1
5. في الوقت الحاضر، خدمات المشتريات الإلكترونية متاحة في شبكة الانترنت.	<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1

5	4	3	2	1
أوافق بشده	أوافق	محايد	لا أوافق	لا أوافق بشده

4. دعم الإدارة العليا					درجة الاتفاق
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	1. تعتقد إدارتي العليا أنه يجب على الشركة تنفيذ المشتريات الإلكترونية
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	2. تدعم إدارتي العليا مخصصات الوقت والموارد الكافية لتنفيذ المشتريات الإلكترونية.
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	3. تعتبر إدارتي العليا أن الشراء الإلكتروني مهم
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	4. من المحتمل أن تكون إدارتي العليا مهتمة باعتماد تطبيقات الشراء الإلكتروني من أجل الحصول على ميزة تنافسية.
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	5. إدارتي العليا على استعداد لتحمل المخاطر التي ينطوي عليها اعتماد المشتريات الإلكترونية.

5. حجم الشركة					درجة الاتفاق
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	1. رأس مال شركتي مرتفع مقارنة بالصناعة
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	2. إن عائدات شركتي عالية مقارنة بالصناعة
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	3. عدد الموظفين في شركتي مرتفع مقارنة بالصناعة
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	4. عدد الموظفين المهرة وذوي الخبرة في شركتي مرتفع مقارنة بالصناعة.

6. الضغط الخارجي					درجة الاتفاق
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	1. لقد طلب غالبية شركاء الأعمال منا استخدام المشتريات الإلكترونية
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	2. أوصى شريك تجاري مهم لنا لاستخدام الشراء الإلكتروني
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	3. أعلم أن منافسي قد استخدموا بالفعل الشراء الإلكتروني
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	4. استخدام المشتريات الإلكترونية مفيد في الحصول على مزايا تنافسية

5	4	3	2	1
أوافق بشدة	أوافق	محايد	لا أوافق	لا أوافق بشدة

7. إدراك كثافة الصراع المدني					درجة الاتفاق
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	1. الصراع الكامن: هناك اختلافات واضحة في المواقف المتعلقة بالأهداف بين الأفراد والجماعات من حولي.
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	2. هناك صراعات مستمرة (غير متوقعة) من حولي.
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	3. الأزمات: هناك تضارب واضح بين الأفراد / المجموعات من حولي.
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	4. أزمة حادة: هناك صراعات حادة من حولي.
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	5. صراعات قوية: الصراعات القوية تولد أزمات حولي.

8. اعتماد الشراء الإلكتروني					درجة الاتفاق
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	1. سوف تطلب معظمي العمل الحكومي والخدمات عبر بوابة المشتريات الإلكترونية.
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	2. سأستمر في زيارة موقع الويب الخاص بالمشتريات الإلكترونية للحصول على معلومات المفصلة.
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	3. يمكنني دائما الاعتماد على معلومات المفصلة المقدمة على الموقع الخاص بالمشتريات الإلكترونية.
<input type="checkbox"/> 5	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	4. سأكون على استعداد لتقديم معلومات مثل المعلومات الشخصية للمفوضية إلى بوابة المشتريات الإلكترونية.

القسم الرابع: المشاركة في أنشطة استخدام المشتريات الإلكترونية

أذكر رأيك في ما يتعلق بالبيان بناءً على المقياس التالي: نعم / لا (يرجى وضع علامة (✓) أو ملء المربع / المساحة المقابلة).

نوع أنشطة الشراء الإلكتروني التي أجريت	نعم	لا
1. مراسلات البريد الإلكتروني بين المشتري والبائع.	<input type="checkbox"/>	<input type="checkbox"/>
2. إرسال طلب اقتراح طلب معلومات / طلب عرض أسعار للشركاء التجاريين.	<input type="checkbox"/>	<input type="checkbox"/>
3. تحديد الموردين الجدد والبحث في أسواق الموردين.	<input type="checkbox"/>	<input type="checkbox"/>
4. جمع وتوزيع معلومات المشتريات على حد سواء من حيث الأطراف الداخلية والخارجية.	<input type="checkbox"/>	<input type="checkbox"/>
5. تحديد الطلب الإلكتروني	<input type="checkbox"/>	<input type="checkbox"/>
6. التحقق من السعر المتوفر	<input type="checkbox"/>	<input type="checkbox"/>
7. تتبع الطلب	<input type="checkbox"/>	<input type="checkbox"/>
8. تكامل المشتريات داخل الأنظمة الداخلية.	<input type="checkbox"/>	<input type="checkbox"/>
9. الدفع الإلكتروني	<input type="checkbox"/>	<input type="checkbox"/>
10. إنشاء والموافقة على طلب للشراء.	<input type="checkbox"/>	<input type="checkbox"/>
11. البريد الإلكتروني في إثارة العقود	<input type="checkbox"/>	<input type="checkbox"/>
12. تقديم المعطيات إلكترونياً	<input type="checkbox"/>	<input type="checkbox"/>
13. مناقصات إعلانية	<input type="checkbox"/>	<input type="checkbox"/>

القسم الخامس: التعليقات والنصائح

نود تزويدنا بتعليقاتك ونصائحك العامة بشأن العوائق والتحديات التي تواجهها المشتريات الإلكترونية في العراق.

1. ما هي العوائق والتحديات تواجه عملية الشراء الإلكتروني في العراق ، وكيف يمكن للحكومة أن تتغلب على هذه الحواجز والتحديات؟

.....

.....

.....

.....

2. من فضلك ، استخدم هذه المساحة لكتابة أي تعليقات ترغب في القيام بها.

.....

.....

.....

.....

وقتكم ومشاركاتكم تعتبر ذات قيمة عالية ، وشكراً لكم

Appendix G

OneDrive Online Survey Sheet Cover Letter

Survey2.xlsx - Microsoft Excel Online

cid=294aaa7618903848&page=view&resid=294AAA7618903848!34801&parId=294AAA7618903848!187&app=Excel

View Survey

This is what others will see when they click on your survey link:

أبي صالح يحيى صالح طالب ماجستير في الجامعة الشمالية الماليزية (UUM) تحت إشراف الدكتورة مرهايزا إبراهيم. أنا أعمل حالياً في أطروحة رسالة الماجستير حول تحديد عوامل النجاح الحاسمة في تبني المشتريات (الإلكترونية بين المجهزين في العراق). سأكون ممتناً لو استطعتم إكمال هذا الاستبيان بأفضل ما لديكم. يتم إجراء هذا البحث كجزء من متطلبات منح درجة الماجستير في العلوم في المحاسبة الدولية. شكراً جزيلاً

الجنس

الجزء الأول المعلومات الشخصية

العمر

المستوى التعليمي

(مكان الإقامة (الرجاء تحديد المحافظة الخاصة بك على سبيل المثال: بغداد)

تعليمات

Share Survey Edit Survey Close

Appendix H

OneDrive Online Survey Required Field

Survey2.xlsx - Microsoft Excel Online

cid=294aaa7618903848&page=view&resid=294AAA7618903848!34801&parId=294AAA7618903848!187&app=Excel

Edit Survey

أني صالح يحيى صالح طالب ماجستير في الجامعة
الشمالية الماليزية (UUM)
تحت إشراف الدكتورة مرهايزا إبراهيم. أنا أعمل حالياً
في أطروحة رسالة الماجستير حول
تحديد عوامل النجاح الحاسمة في تبني المشتريات
(الإلكترونية بين المجهزين في العراق)
سأكون ممتناً لو استطعتم إكمال هذا الاستبيان بأفضل ما لديكم.
يتم إجراء هذا البحث كجزء من متطلبات منح درجة الماجستير في العلوم
في المحاسبة الدولية. شكراً جزيلاً

الجنس
الجزء الأول المتكاملات الشخصية

العمر

المستوى التعليمي

(مكان الإقامة) الرجاء تحديد المحافظة الخاصة بك على سبيل المثال: (بغداد)

قطاع الأعمال

EDIT QUESTION

Question: العمر

Question Subtitle:

Response Type: Choice

Required: ☒

Specify whether this question must be filled out before submission.

23-35

36-45

Default Answer:

Done Delete Question

Share Survey Save and View Close